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12.16.03IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queuing
Serial No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2183
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas
November 5, 2003

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

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INFORMATION DISCLOSURE STATEMENT
37 CFR § 1.97(b)

NOV 13 2003

Technology Center 2100

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on November 5, 2003.

D'Ann Naylor Rifai
Attorney for Applicants

11/15/03
Date of Signature

Respectfully submitted,

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U.S. Department of Commerce, Patent and Trademark Office	Atty Docket No.	Serial No.
NOV 10 2003	SBL0001US	09/823,590
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Applicants
(Use several sheets if necessary)		Anil K. Annadata et al.
Filing Date		Group
March 31, 2001		2183

U.S. Patent Documents

*Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
AA	6,199,104	March 6, 2001	Delph.	709	208	
AB						
AC						
AD						
AE						
AF						
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AH						
AI						
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Foreign Patent Documents

							Translation	
	Document	Date	Country	Class	Subclass	Yes	No	
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OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

AQ	
AR	
AS	

Examiner

Date Considered

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.